

Health Tradition

A Mayo Health System Choice in Wisconsin



PO Box 188
La Crosse, WI 54602-0188
Phone 1-608-781-9692
Toll-Free 1-888-459-3020
www.healthtradition.com
Customer Service
1-877-832-1823

Type of Plan	Health Maintenance Organization
Total Number of Members.....	29,137
Years of Operating Experience	20
Total Number of Primary Care Physicians (PCPs)	222
Percentage of PCPs Accepting New Patients	99%
Percentage of Board Certified Specialty Care Physicians	91%
Number of Hospitals Affiliated with Plan.....	12
Number of Urgent Care Facilities	14
Number of Dentists.....	Provider of Your Choice

ADDITIONAL INFORMATION

Referral Requirements	A Member may make a direct appointment with any in-network Plan provider, primary care or specialist without a referral. Members must obtain a written referral and receive the Plan's authorization before visiting an out-of-network provider. All referrals to non-Health Tradition healthcare providers, and referrals for certain specified services, must be prior authorized by Health Tradition before those services are received to be covered. Your primary care provider will request a referral on your behalf. Health Tradition will notify you in writing of approvals or denials.
Prior Authorization Requirements	Certain services requiring Prior Authorization by Health Tradition include but are not limited to the following: <ol style="list-style-type: none"> 1. Ambulance Services (non-emergency only) 2. Durable medical equipment/prosthesis/orthotics 3. Experimental/investigational services 4. Home healthcare and hospice services 5. Inpatient hospitalization 6. Out-of-area services 7. Skilled nursing facility care 8. Mental Health – Transitional services, group therapy and psychiatric testing 9. Addition rehab services (PT, OT, and speech) beyond the benefit limit
Medicare Claims Procedure	This plan's Medicare claim payment system is fully automated for most services; thus no member involvement is required after the submission of the initial claim to Medicare.
Online Services	<ul style="list-style-type: none"> • www.healthtradition.com is a new easy way to get information, whenever members need it. Information available includes: how to access benefits, provider directory, service area maps, and member newsletters. • www.mayoclinic.com for health and wellness information. • www.mmsiservices.com to check eligibility status, claim status, search for providers or request an I.D. card.
Outpatient Mental Health Network/Policy	Covered services provided by a participating network provider are covered at the levels described in your schedule of benefits. All mental health and substance abuse services must be provided by a network provider. The participating network provider will seek prior authorization of services on the members behalf. If assistance is needed in selecting a network provider, members may contact 1-877-832-1823.

ADDITIONAL INFORMATION

24-Hour Nurse Line	Ask Mayo Clinic 1-877-817-0936 (toll free)
PCP Restrictions	Health Tradition encourages you to choose a provider and visit him or her for your routine care.
Dental Benefits If Provided	<p>The Plan has an open dental network to allow members to go anywhere for their dental services. Our Preferred Dental Network is also available. In most cases, when using our Preferred Dental Network, the member will not be responsible for charges in excess of the Usual and Customary Charges. However, in some cases, a patient balance may result. In our open Dental Network, coverage is limited to the Usual and Customary Charges. We encourage members to continue to see those providers with whom they already have a relationship. Coverage details are available from the plan.</p> <p>Preventive & Diagnostic - No deductible, 100% coverage. Basic (Restorative) Services - No deductible, 80% coverage. Maximum Benefit - Up to \$500 per person per year.</p>
Quality Improvement Initiatives	<ul style="list-style-type: none"> • Provide 24-hour access to reliable health information through the <i>Ask Mayo Clinic</i> nurse telephone line to assist in deciding the right level of care for an illness or injury. • Promote healthy living programs for smokers through the <i>Mayo Clinic Tobacco Quitline Program</i>, which provides information and support for tobacco-free living.

Counties in Service Area	Hospitals in County	Major Providers in County *
Crawford	✓ Prairie du Chien Memorial Hospital	*FSH - Prairie du Chien Clinic Kickapoo Valley Medical Clinic
Jackson	✓ Black River Memorial Hospital	Krohn Clinic, Ltd.
Juneau	✓ Hess Memorial Hospital	Elroy Family Medical Center Mile Bluff Clinic, LLP Necedah Family Medical Center New Lisbon Community Clinic
La Crosse	✓ Franciscan Skemp Healthcare La Crosse Medical Center	*FSH - La Crosse Clinic *FSH - Holmen Clinic *FSH - Onalaska Clinic *FSH - West Salem Clinic
Monroe	✓ Franciscan Skemp Healthcare Sparta Medical Center ✓ Tomah Memorial Hospital	*FSH - Sparta Clinic Scenic Bluffs Community Health Center *FSH - Lake Tomah Clinic
Trempealeau	✓ Franciscan Skemp Healthcare Arcadia Medical Center	*FSH - Arcadia Clinic *FSH - Galesville Clinic
Vernon	✓ St. Joseph's Memorial Hospital Vernon Memorial Hospital	St. Joseph's Clinic LaFarge Clinic Hirsch Clinic Bland Clinic Viola Health Services Center

* FSH - Franciscan Skemp Healthcare.

* This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number on the preceding page or visit www.healthtradition.com.